Resident involvement reward and recognition policy

1.0 Purpose and scope

This policy sets out our approach to resident involvement and how we recognise and reward residents for their contribution to shaping our services.

We are committed to providing an inclusive resident involvement framework that values the views of all and ensures that our Resident First approach is at the centre of everything we do.

This policy does not apply to resident board members, board sub-committee members, or resident forum members where remuneration is provided within the governance structure. Residents who hold these positions are welcome to take part in resident involvement activities that are outside the remit of their governance role and will receive the same rewards as other involved residents.

This policy applies to all resident involvement activities across NHG.

2.0 Rewarding residents

We recognise the time and effort residents spend in helping us improve our services. We are committed to recognising and rewarding their contributions and ongoing involvement, which helps shape our services and support our Resident First approach. To ensure continued service improvement, we ensure our residents' voices are included in our decision-making processes. Rewarding our residents for their time helps us to maintain and build better relationships with our residents and communities.

We have a consistent approach to reward and recognition that applies equally to all involved and engaged residents. To keep our rewards structure fair, monetary compensation is not provided, because resident involvement activities are voluntary and not considered as paid work. Remuneration in the form of monetary payments would be deemed as a salary, which has tax and benefits implications, for both residents and NHG.

We offer all involved residents who take part in our activities vouchers for each eligible project. Residents receive their voucher by email at the end of the eligible project. Some projects may require more time and commitment from residents and in these cases NHG can increase the voucher amount proportionately.

We cover the expenses of our involved residents, and any reimbursement of expenses will have no effect on the vouchers awarded. The value of vouchers does not impact residents who are in receipt of benefits.

3.0 Recognising the contribution of residents

We are proud of our resident involvement and engagement initiatives and regularly communicate and promote achievements of our residents across the business and externally. We communicate with our involved residents about our performance, and we are transparent on where services need improving.

To support our involved residents in continuing to make a valuable contribution to NHG, we provide training and development opportunities to help them perform their roles within resident involvement and engagement initiatives. Training can be provided by NHG or external providers.

We can provide reference letters to support involved and engaged residents in seeking employment opportunities.

4.0 Expenses

Where involved residents incur expenses when taking part in resident involvement activities we will:

- Reimburse the cost of childcare or another carer if agreed prior to an activity
- Reimburse reasonable public travel costs, where a receipt is provided.
- Reimburse mileage when residents use their own vehicle for an involvement activity. However, in an event of an accident, theft or damage NHG is not liable in any way.
- In exceptional circumstances and when pre-approved by the Resident Involvement Team, we will arrange or reimburse taxi travel for residents with mobility/support issues.

All involved residents are covered by our public liability insurance. The full resident involvement expenses claim guidelines are available on request.

5.0 Residents' associations

Resident associations (RAs) are not a formal part of our resident involvement network and the activities of residents who are active in them are not individually rewarded under this policy. However, individual members of RAs are able to take part in any other resident involvement activities and will be rewarded in line with this policy for their involvement.

We welcome, encourage and support the establishment of RAs and support our RAs by:

- Producing a guide to involvement for residents associations, including information on setting up a formal group, running meetings and applying for funding
- Giving practical advice and support
- Offering training for each committee lead role (Chair, Treasurer and Secretary)

- Where we recognise the RA as a constituted resident association, we offer financial support in the form of a start-up grant and annual grant renewals.

6.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering:

- Equality, diversity and inclusion

We also carry out consultation with our staff, customers and the wider community. If you'd like more information about this work, please get in touch via policy@nhg.org.uk

7.0 Reference

- Bribery Act 2010
- Social Housing (Regulation) Act 2023

Document control

Author	Policy and Procedure Delivery Officer
Accountable Director	Chief Customer Officer
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Version Control

Date	Amendment	Version
September 2020	New policy created	1.0
October 2021	Policy reviewed and process map added for staff (separate appendix)	2.0
January 2021	Updated policy live	2.1
February 2024	Increase in amounts and frequency of thank you vouchers; Increased number of winners in 6-monthly prize draw to 5 each time (£50 each winner); oversight and structure group members will receive a thank you voucher every 12 months; increase in meal allowance; resident to book own taxis and	3.0

	be reimbursed; reduced restrictions on carer and childcare providers	
September 2026	Policy updated and reviewed to align with our Resident First approach and reviewed.	4.0